



WELCOME TO GLASS

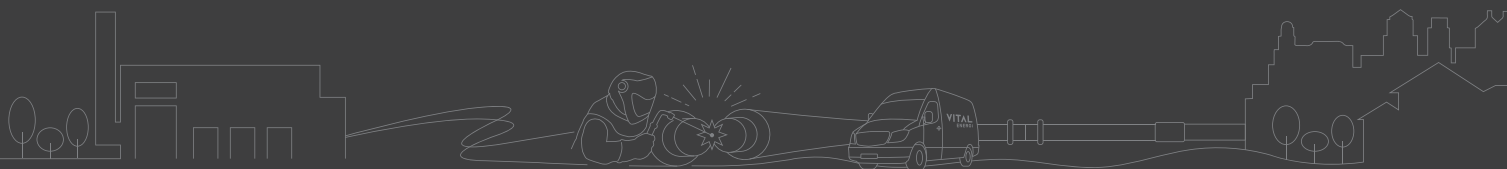
User Guide and Set-Up Process

2022 - 2023

VERSION 001



Glass
visible energy



VITAL ENERGI UTILITIES LTD



Welcome to Glass

The Glass smart app and portal gives you full visibility of your energy usage and control of your energy spend, whilst allowing you to make quick top-ups or bill payments from the comfort of your home.

Glass has been designed to help you:

Manage your account

- View your energy consumption
- View energy spend (£)
- Set up Direct Debits and make payments

Control your heating

- Schedule your heating
- Turn heating on/off remotely
- Set the efficiency of your system

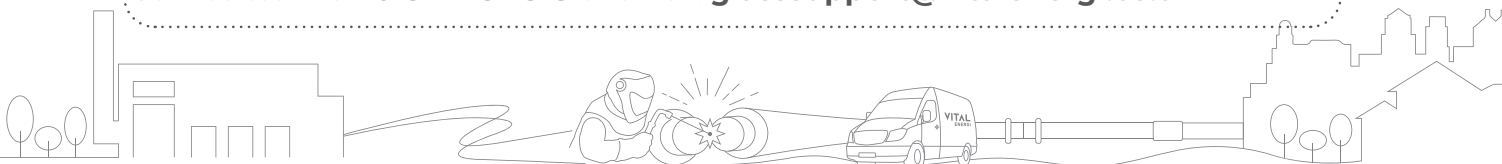
Access to support

- Communicate with Vital Energi
- Receive network updates
- Access to energy advice

Getting started

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Help? If you need help setting up or using Glass, please contact our Customer Service team on **0151 245 2518** or email: glasssupport@vitalenergi.co.uk





Register for Glass

When you move into a Glass enabled property, your housing provider, managing agent or developer will arrange for you to receive a Glass registration letter from Vital Energi.

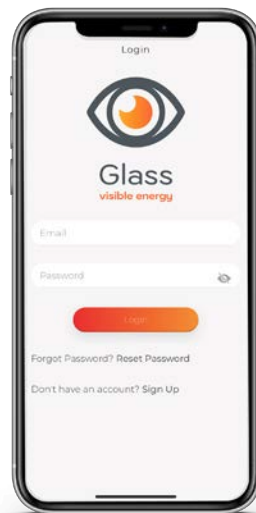
This letter will provide you with the following:

1. Activation Code
2. Customer Code
3. Links to the Vital Energi website
4. Details on how you can download the Vital Glass app via IOS or Android

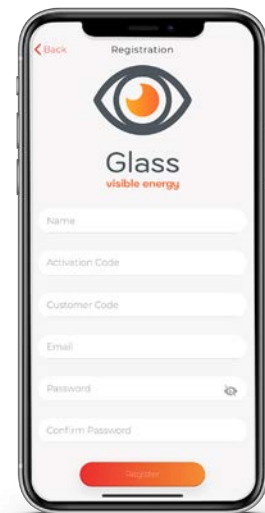
Once you have downloaded the app onto your smart device, or visited resident.vitalenergiclass.co.uk, you will see the initial login screen as shown below:



1. Open the app



2. For new users select the **'Sign Up'** button



3. You will be asked to enter your **'Name', 'Activation Code', 'Customer Code', 'Email Address'** and to create a new **'Password'**

Once you have selected 'Register', you will be required to verify your email address. Once you have received the Glass verification email, click the **'Verify Email Address'** link to complete your registration.

You can now sign in using the same email address and password that you used to register your Glass account. Please note, you will need to **review and accept the Terms and Conditions** to view your Glass home screen.

Glass is reliant on a strong mobile phone signal/ wifi connection and has not been designed to boost heating to over-ride your heating schedule.





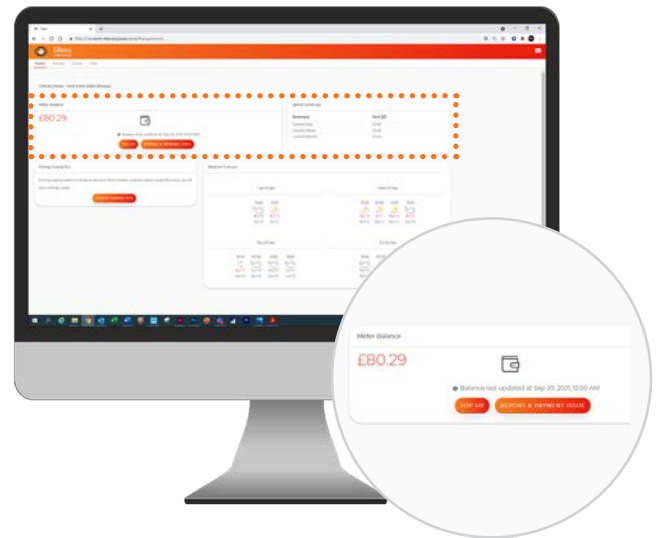
Home

The home screen provides a summary of your key account information. We have provided an overview of each section below.

Current Balance

You can view your Meter Balance (for PAYG customers) or Account Balance (for credit billing customers).

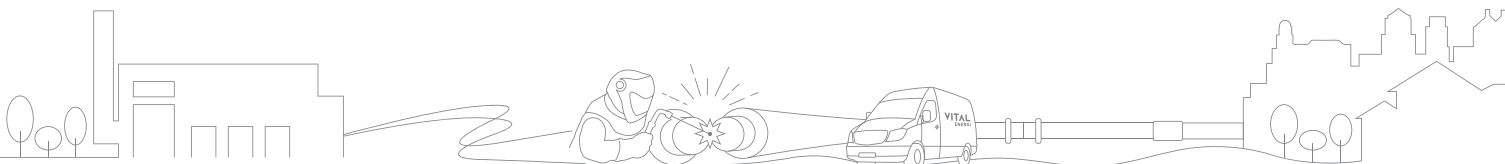
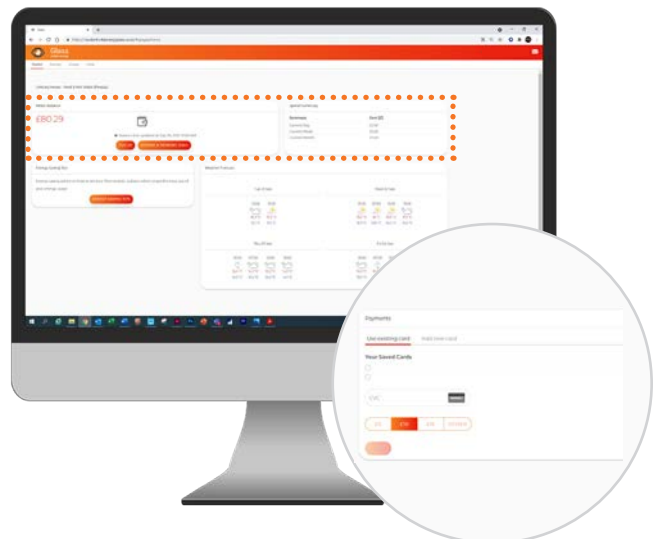
The screenshot to the right shows what your home screen will look like on a standard desktop computer. The mobile app will look different but the information will be in the same place.



Top-up

Clicking the 'Top-up' or 'Payment' button will give you the option to make a single payment on your prepayment meter or credit bill.

You can select a new card, or you can save your card details for future payments.

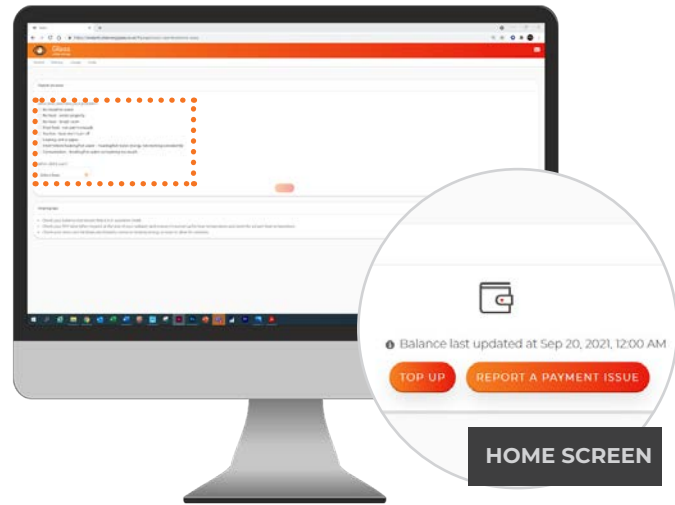




Report a Payment Issue

If you have an issue with a payment you have made, you can log this directly with our Customer Service team via the 'Report a Payment Issue' button.

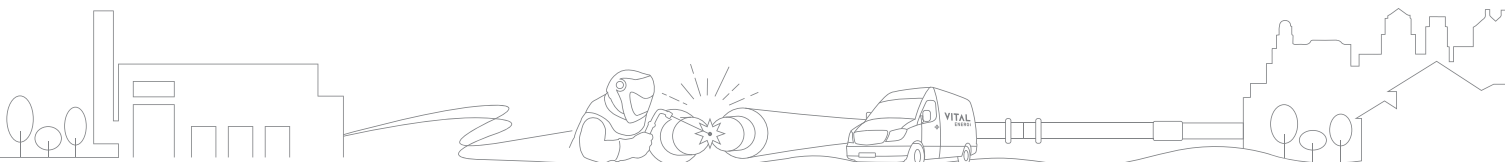
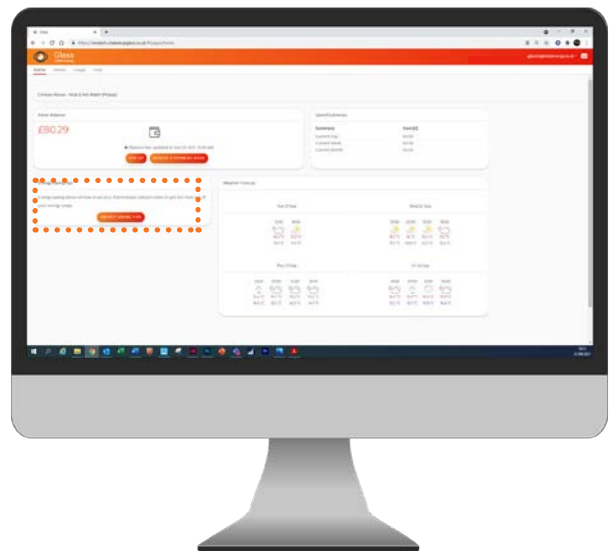
Select the relevant option and press 'Submit' to log the issue with our Customer Service team.



Energy Saving Tips

Glass provides you with helpful hints and tips on how you can save energy within your home.

Making small changes to reduce the amount of energy you use each day can help to reduce the amount that you spend on your heating and hot water bills.



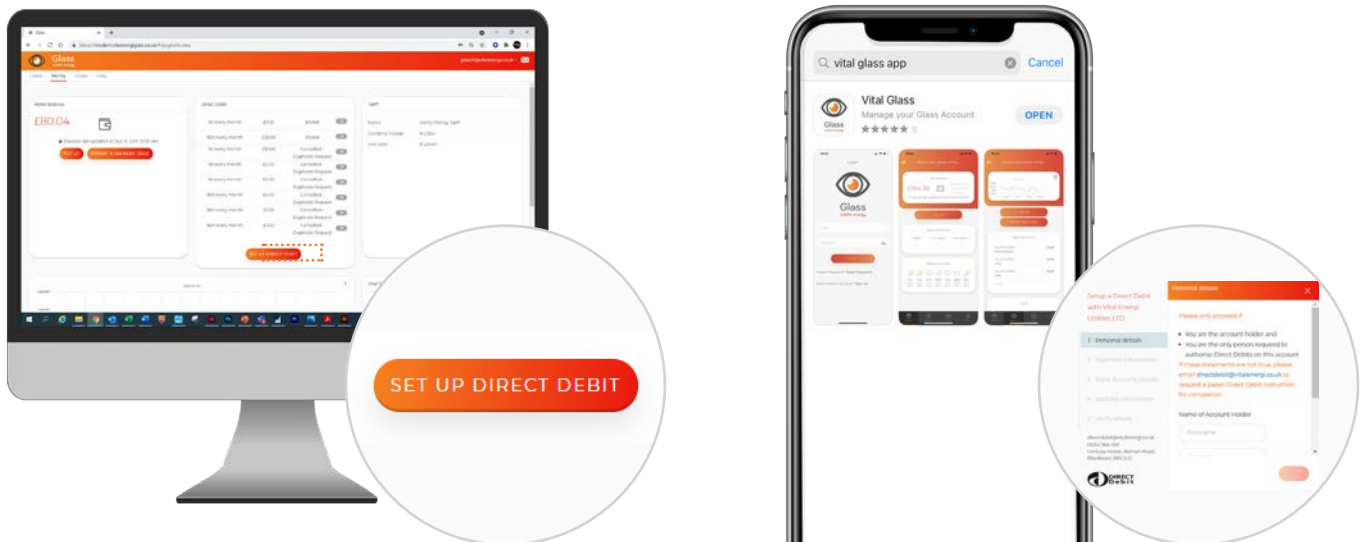


Money

The money screen provides an overview of your financial information, such as your meter or account balance, previous payments and top up history.

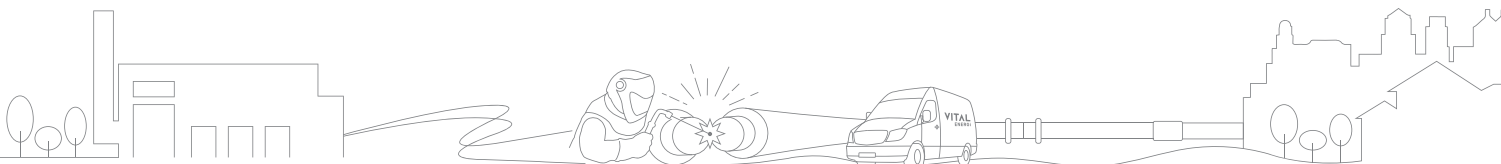
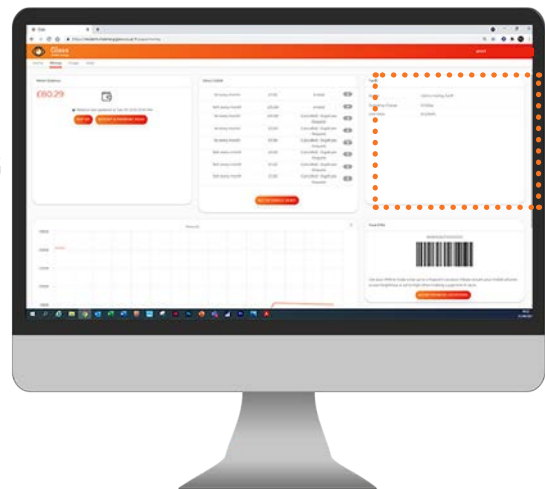
Direct Debit

Both PAYG and credit billing customers can set up a Direct Debit payment through Glass. Click on the **'Set Up Direct Debit'** button to set up a Direct Debit for your account. Follow each step onscreen and input your details.



Tariff

This screen will display the tariff that you are on. This information is available to both PAYG and credit billing customers.

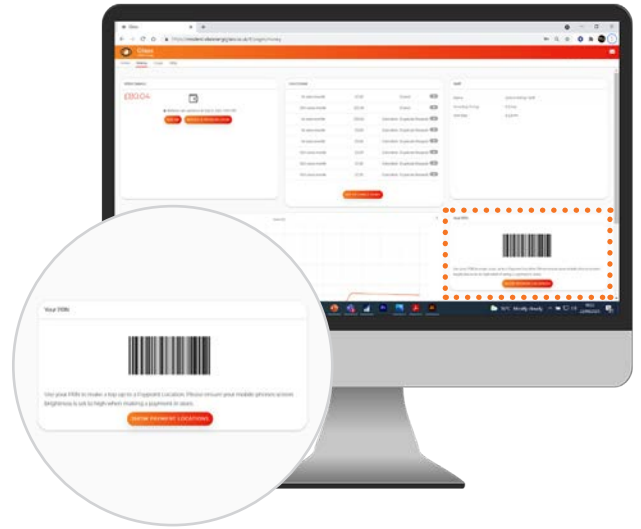




Your PRN

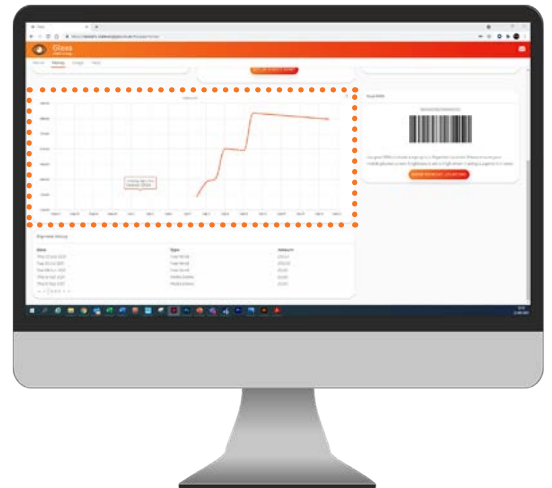
The PRN (barcode) is only for PAYG customers. When Glass is used on a smartphone, the barcode can be scanned at your local payment location to make a cash top-up.

Clicking on 'Show Payment Locations' will take you to the 'Payment Location' screen. Clicking on one of the locations will open Google Maps which will help you find your nearest payment location.



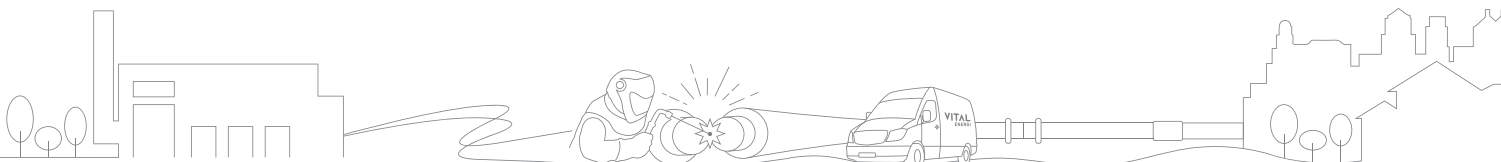
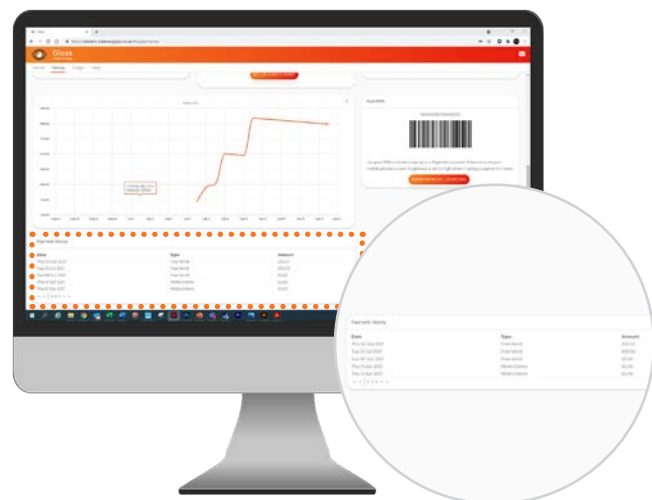
Balance Graph

This graph provides an overview of how your account balance has changed.



Payment History

This provides you with a list of all payments that have been made on your account, including the **date**, **type** and **amount**.



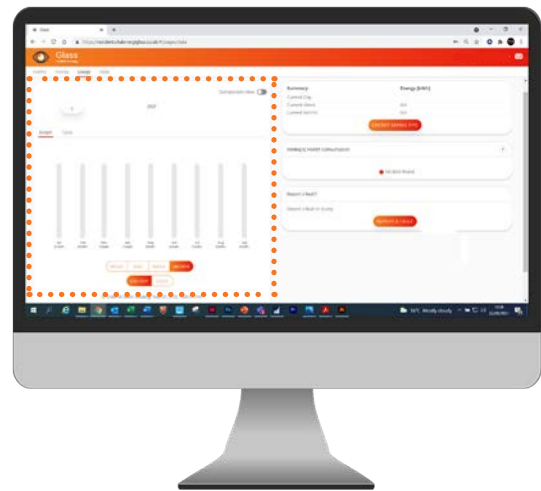


Usage

The usage screen of Glass allows you to look at your historical consumption and spend.

Usage Graph

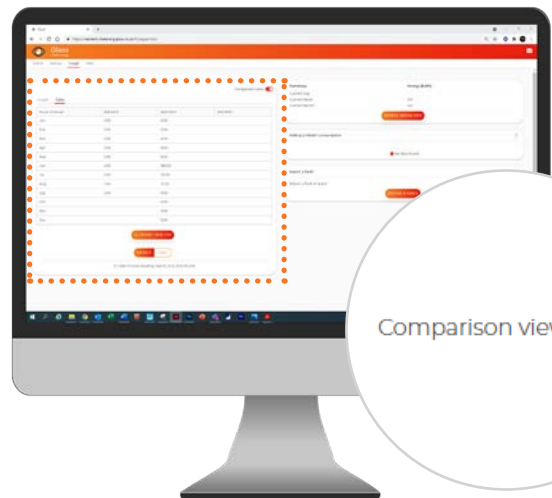
Depending on the meter type in your property you can view your consumption over specific periods using the usage graph.



Spend Comparison

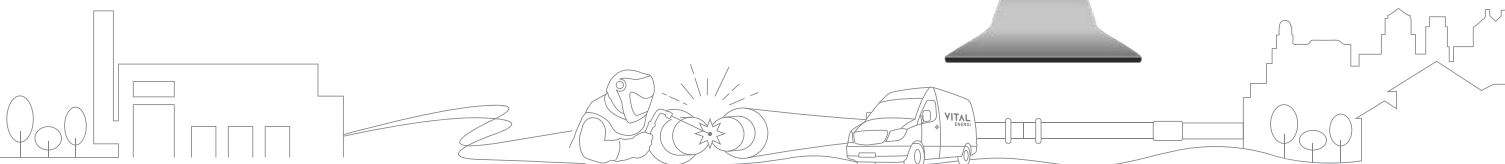
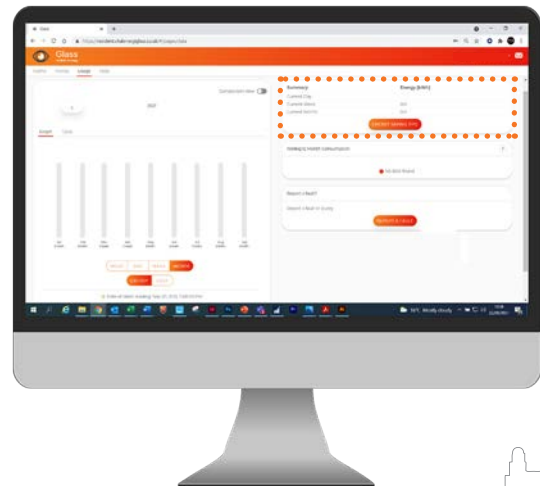
This provides you with a summary of your payments.

You can compare energy spend on a daily, weekly or monthly basis.



Summary Table

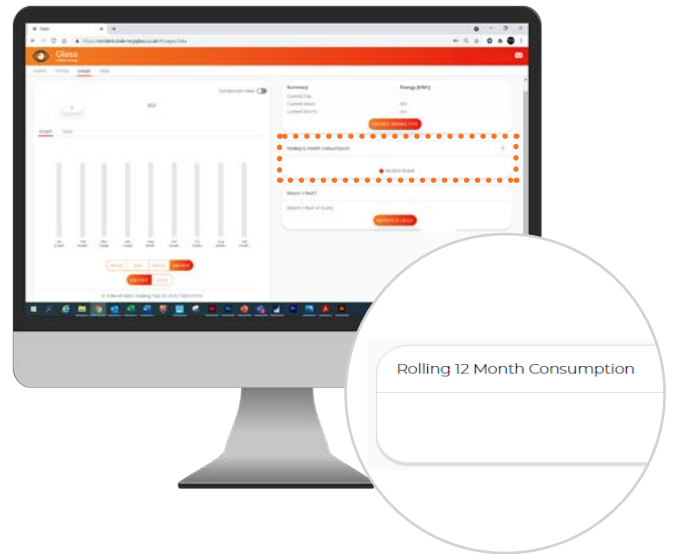
Depending on the meter type in your property, the summary table presents your total energy consumption over specific periods.





Rolling 12 Month Consumption

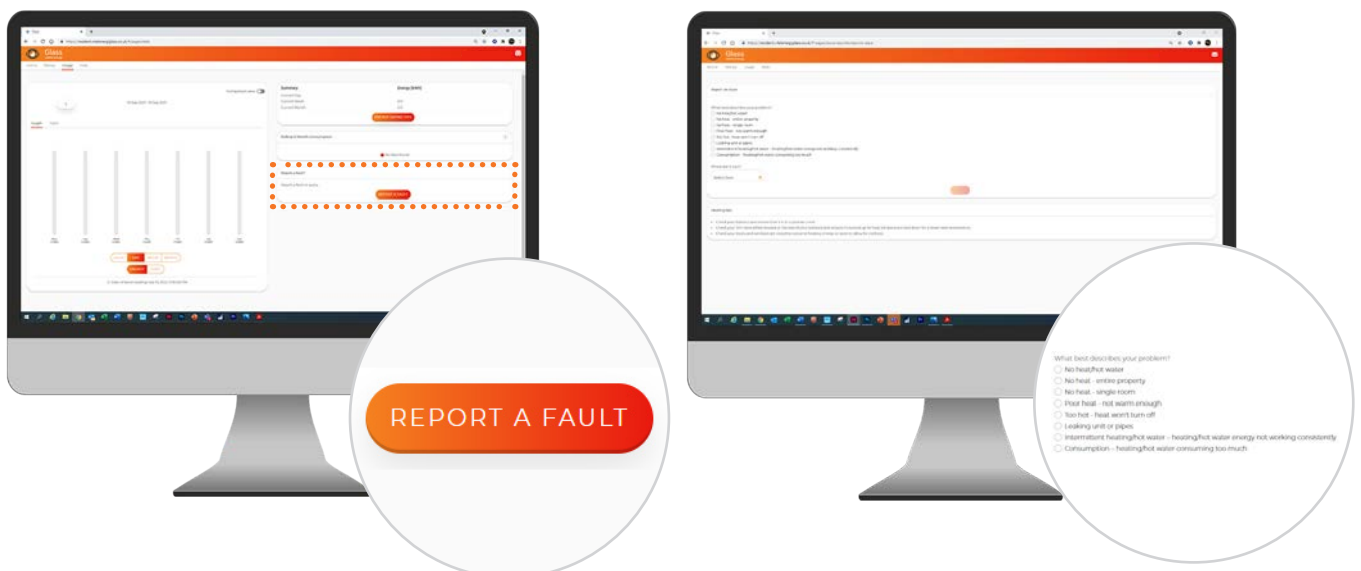
View your total energy consumption over the calendar year.



Reporting a Fault

You can report a fault or issue you are having with your service or system.

Clicking on the **'Report a Fault'** button will take you to the **'Report an Issue'** page. From here, you can select the fault or issue that is relevant to you and submit this directly to our Customer Service team, who will contact you to discuss your issue further.





Heating Control Guide

Setting The Target Temperature

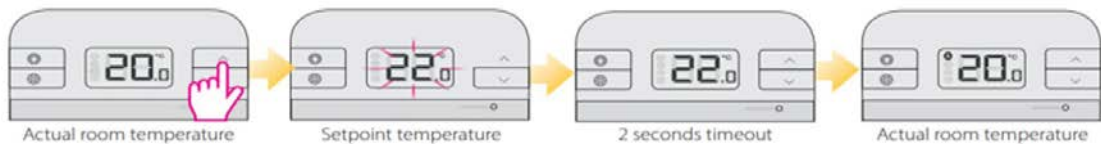
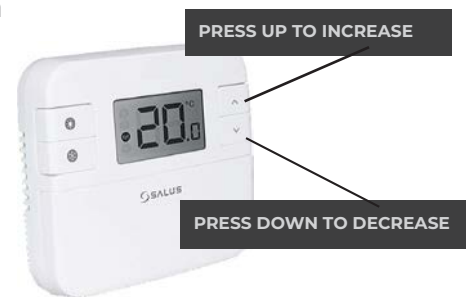
The temperature selected on the **thermostat** screen will be the target temperature for the apartment.

The heat interface unit will deliver heat until this target temperature is met. Should this temperature drop below the target temperature within a scheduled heating period set via the Glass app, the heat interface unit will respond.

You can change the target temperature very easily. Press the **UP** and **DOWN** keys repeatedly to change the temperature setting.

The display will flash to indicate that the temperature can be changed. The temperature will be changed in 0.5°C steps per key press.

The thermostat will return to 'normal mode' if no buttons are pressed for more than 2 seconds.



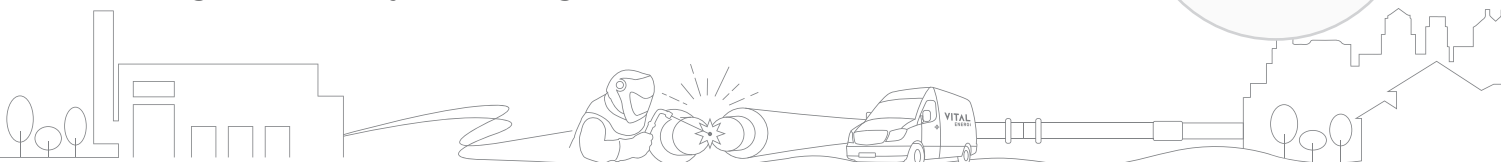
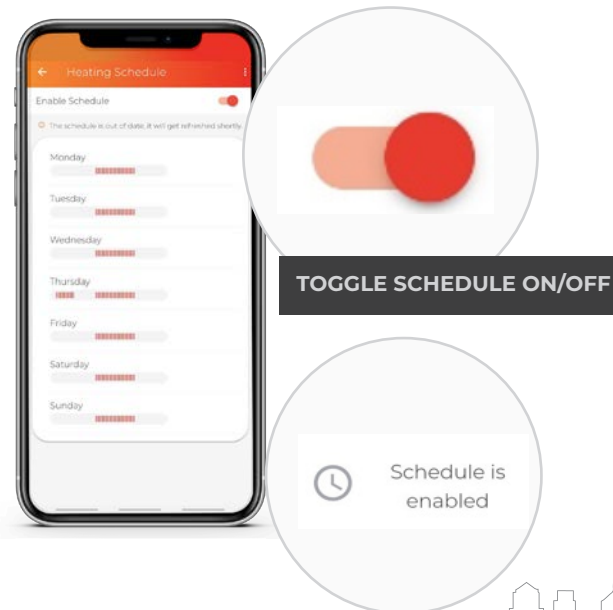
View Heating Schedule

To view your heating schedule, click on the **'Schedule is enabled icon' in Glass** as shown.

You can use the toggle button at the top right hand corner of your screen to turn your schedule on or off.

The red bars show the time your heating system is scheduled to turn on each day.

Glass is reliant on a strong mobile phone signal/ wifi connection and has not been designed to boost heating to over-ride your heating schedule.

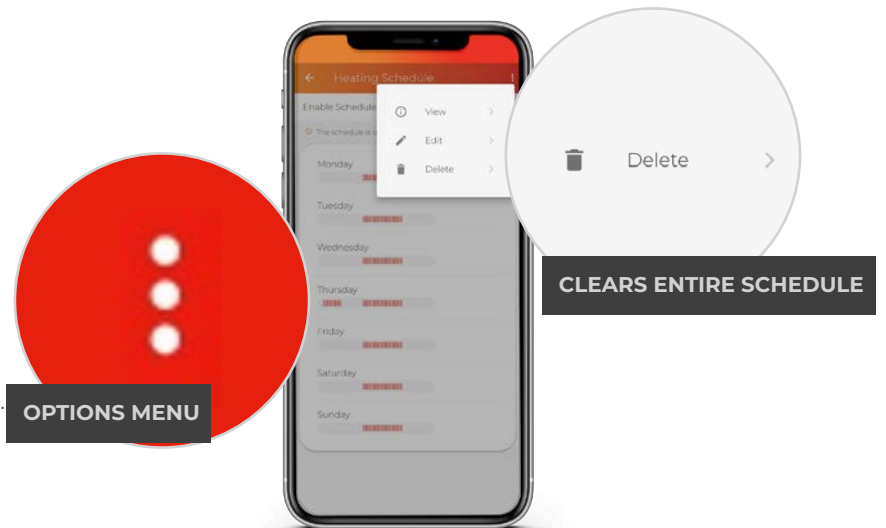




Delete Schedule

To delete your entire heating schedule, click on the three white dots at the top right of your screen (as shown).

You will be presented with a menu of options and you will need to select the **'Delete'** option.



Schedule Details

From the same options menu (three white dots at the top right of your screen), you can select **'View'** to be shown your current schedule.

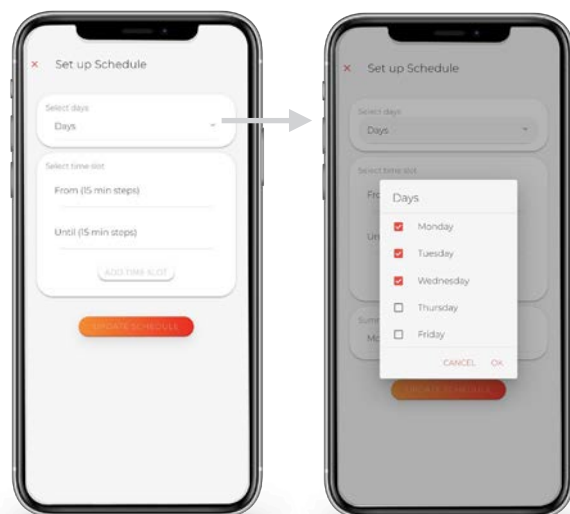
The times shown are the times your heating is ON.



Heating Schedule - Day

Also from the options menu (three white dots at the top right of your screen), you can select **'Edit'** to change the day you would like to set a heating schedule.

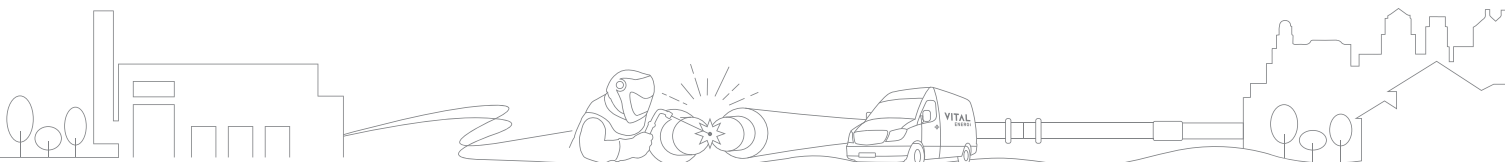
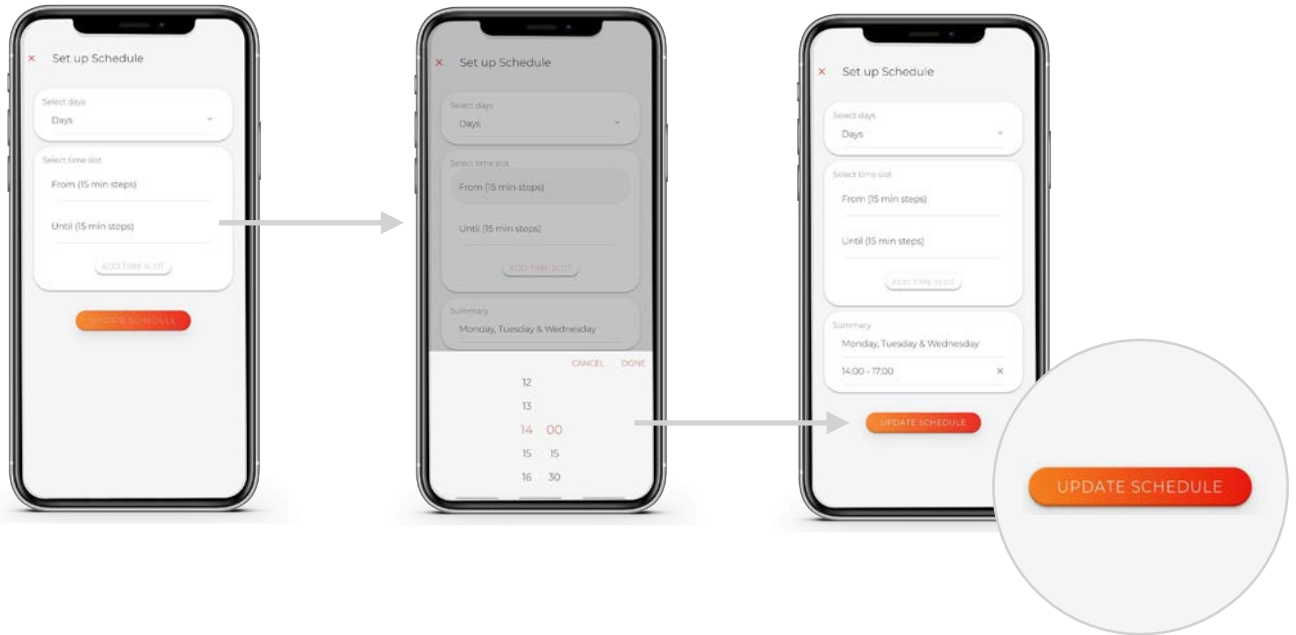
For example, Monday to Wednesday





Heating Schedule - Time

1. Set the **'From'** and **'Until'** times, for when you would like your heating to turn on. For example, 14:00 to 17:00.
2. Review your heating schedule in the **'Summary'** box.
3. Click **'Update Schedule'** to save.





Thermostat Guide

You will have a digital room thermostat installed in your home which will detect the temperature in room WHERE it is installed. It will enable you to control and schedule your heating from your Glass app.

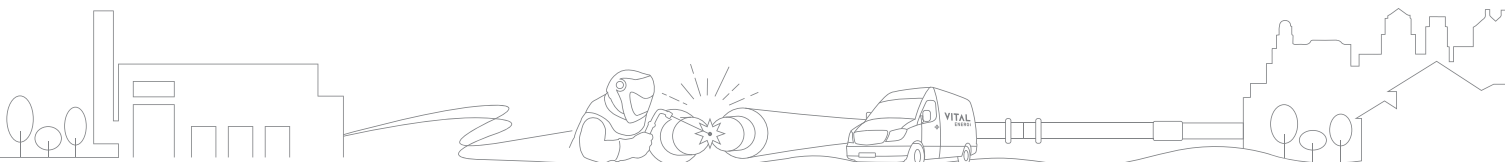
Your Thermostat

The thermostat in your home is a Salus RT310.

Once you have selected your preferred temperature settings you will not need to touch this thermostat.

It is powered by 2 x AA alkaline batteries and you will need to replace these batteries periodically.

The thermostat and replacement of batteries is the responsibility of the resident.





What is the 'ECO' Function?

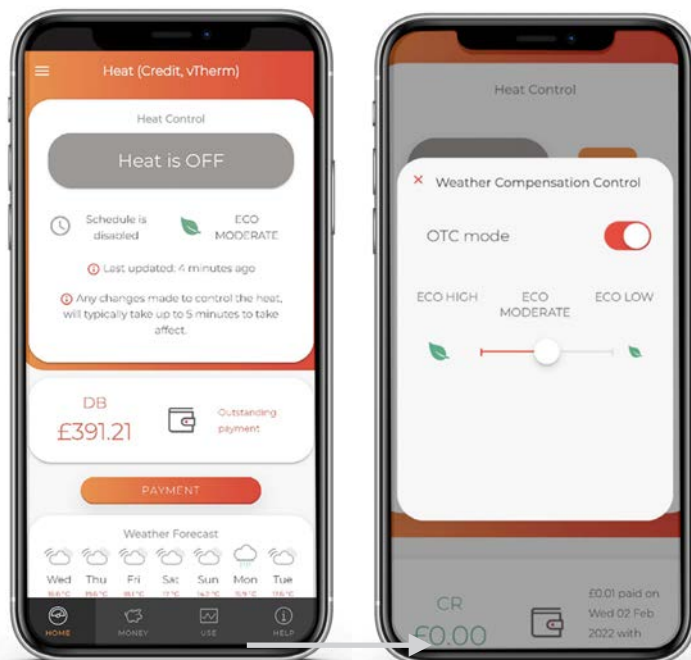
The ECO function has been designed to reduce the running costs of your heating system. It can change the flow temperature around your heating system in response to outside weather conditions.

Using a local weather data station the Heat Interface Unit (HIU) intelligently adjusts the flow temperature within your radiator or underfloor heating system, to maximise system efficiency.

As the outside ambient air temperature increases, (above the system design temperature), the flow temperature from the HIU will decrease.

This means that the HIU does not have to work as hard to achieve your desired target temperature that you have set on your Salus thermostat.

- 1. ECO LOW:** Decreases the flow temperature by 1°C
- 2. ECO MODERATE:** Decreases the flow temperature by 2°C
- 3. ECO HIGH:** Decreases the flow temperature by 3°C



To activate ECO Mode

The default ECO setting is OFF. To turn on ECO mode; on your Glass App, tap the screen on the ECO icon. This will open the "Weather Compensation Control".

To enable ECO operation, slide the Outside Temperature Control (OTC) mode selector to the right, so that the orange tab is visible.

Select your ECO setting by moving the slide bar to your preferred setting. If you chose not to activate ECO mode your HIU will maintain heat delivery at the designed flow temperature for the network and maintain the standard set up of ECO Moderate.



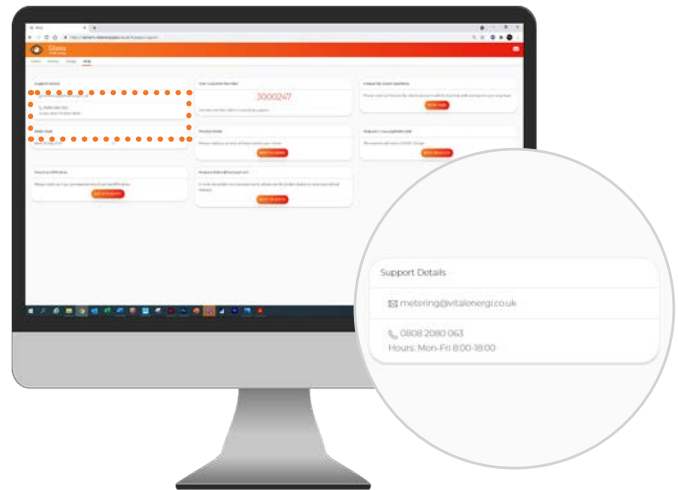


Help

The help screen provides as much information as possible to allow you to manage your account. This information includes screens on the following:

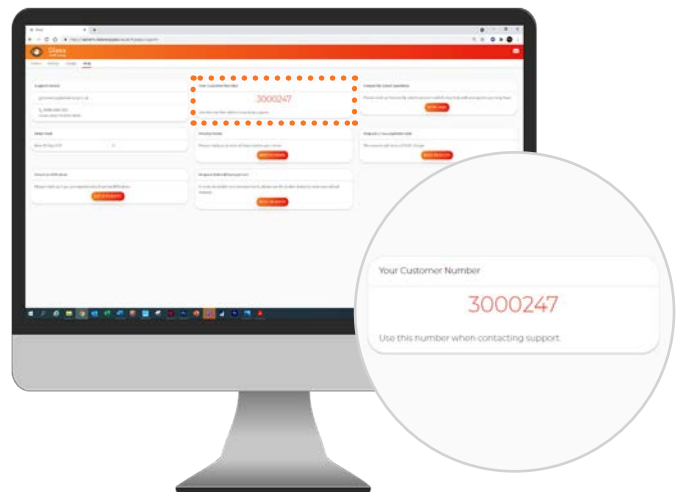
Support Details

Contact information for our Customer Service team.



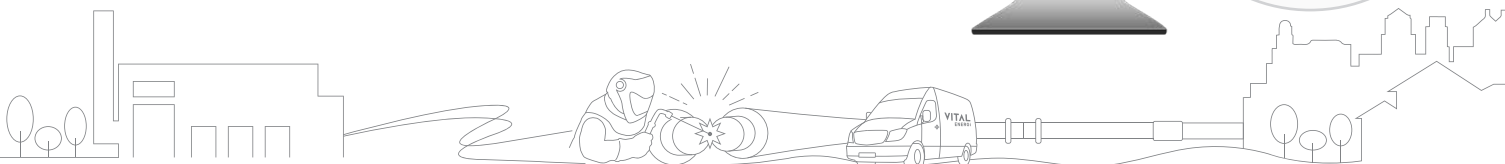
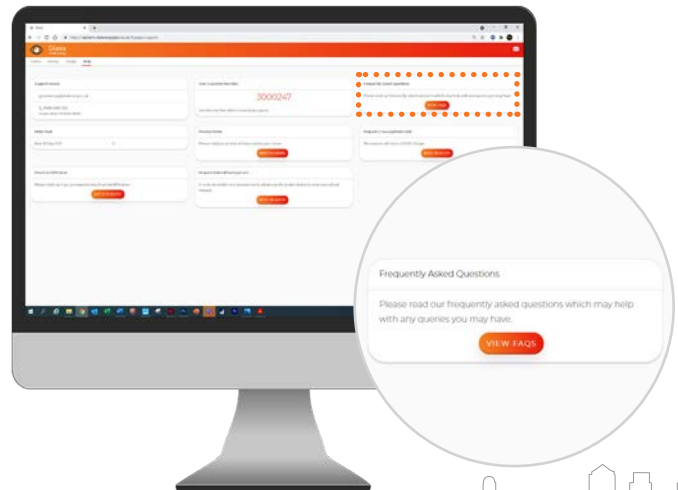
Your Customer Number

This is your unique customer number that must be referenced when you speak to our Customer Service team.



Frequently Asked Questions

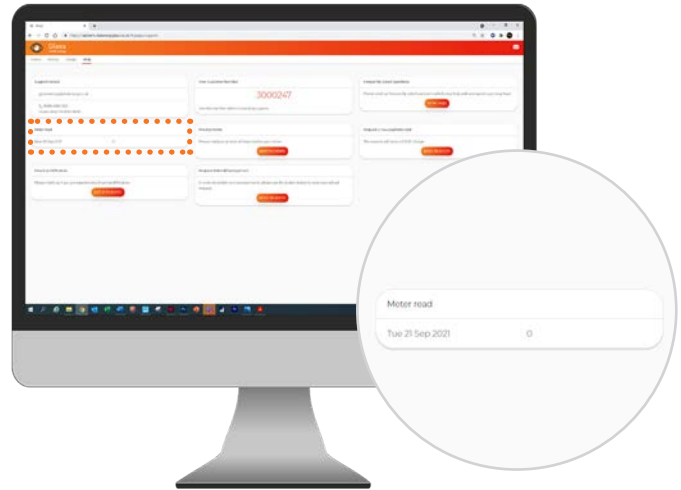
We provide a range of advice to support you whilst you are a Vital Energi customer.





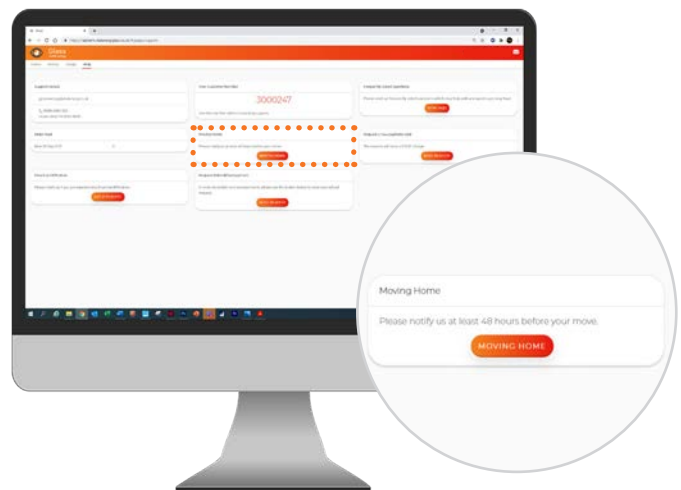
Meter Read

This is your most recent read from your heat meter, measured in kWh (kilowatt-hour).



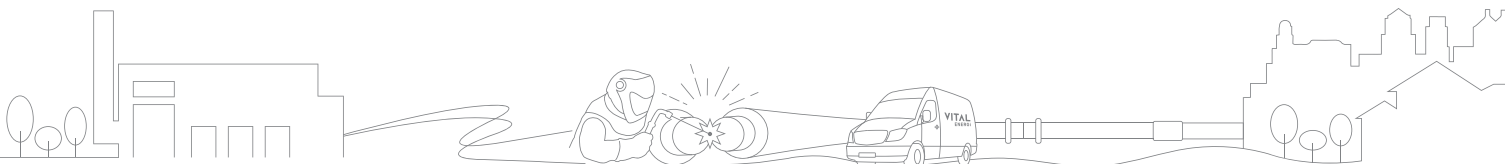
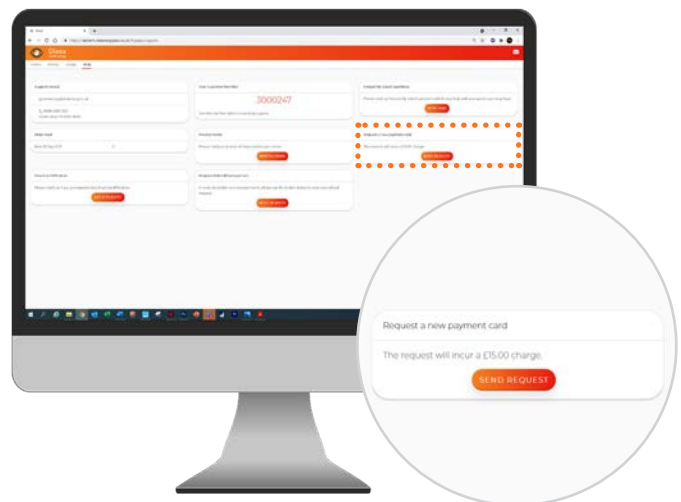
Moving Home

Clicking this link and completing a short online form will notify the Customer Service team, who will be in touch with further information.



Request a New Prepayment Card

This is relevant to our prepayment customers.

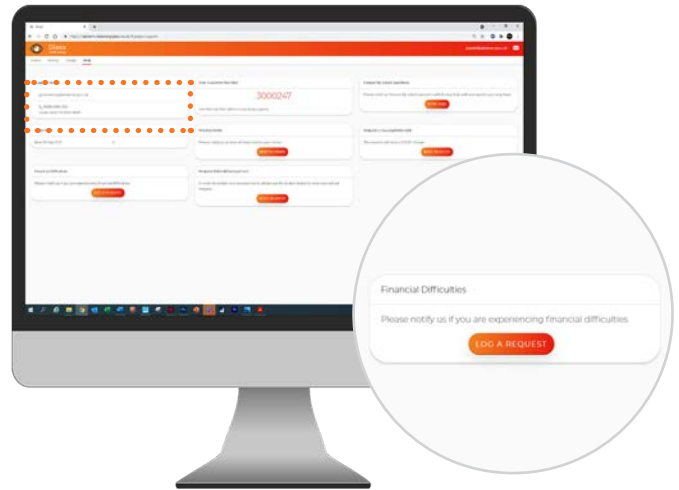




Financial Difficulties

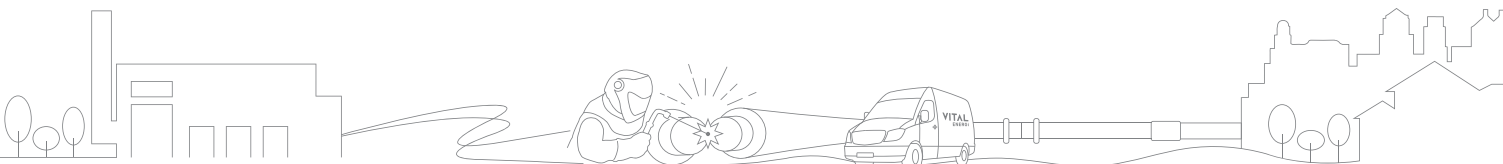
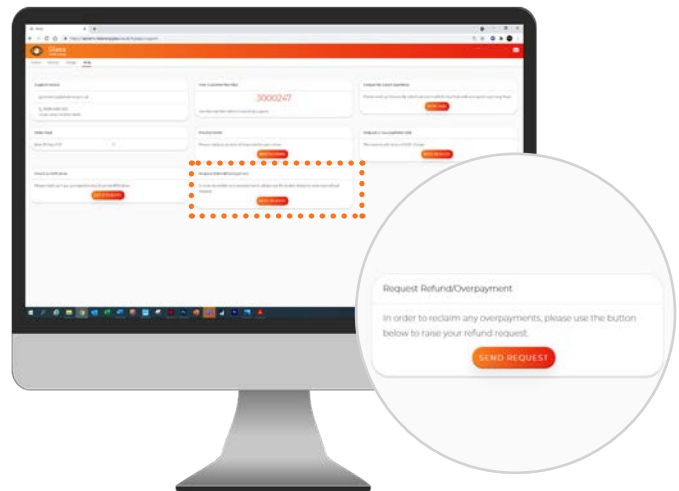
Logging a request via this screen will notify our Customer Service team who will be in touch to discuss your situation.

You can log your request from the service section within the Help page within the mobile app.



Request Refund/Overpayment

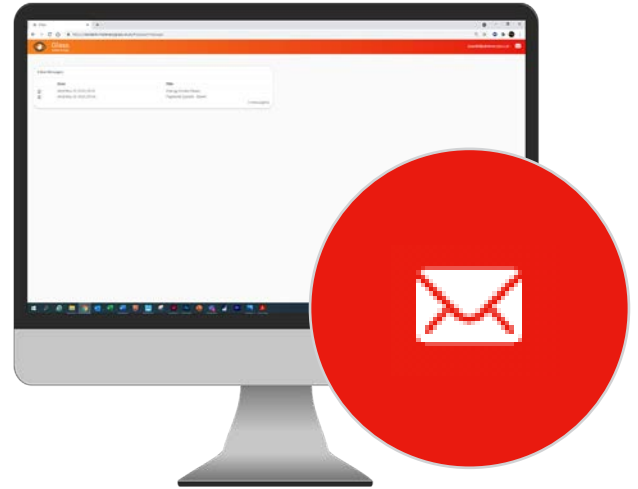
You can log a request with our Customer Service team, who will be able to advise you on this process.





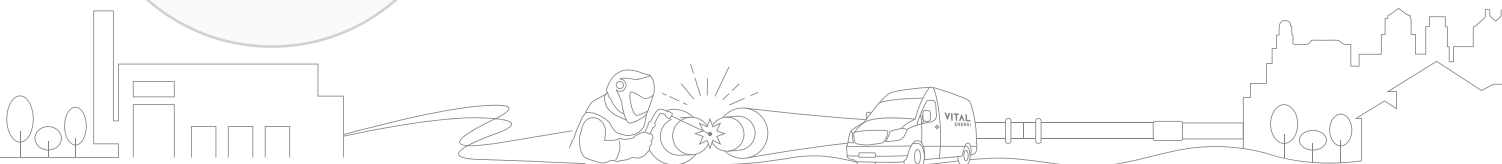
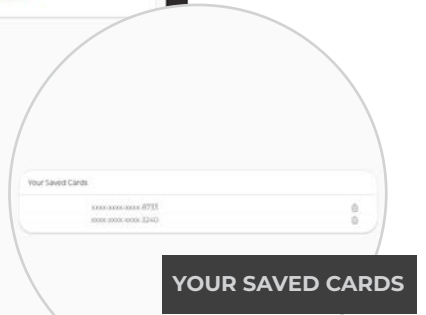
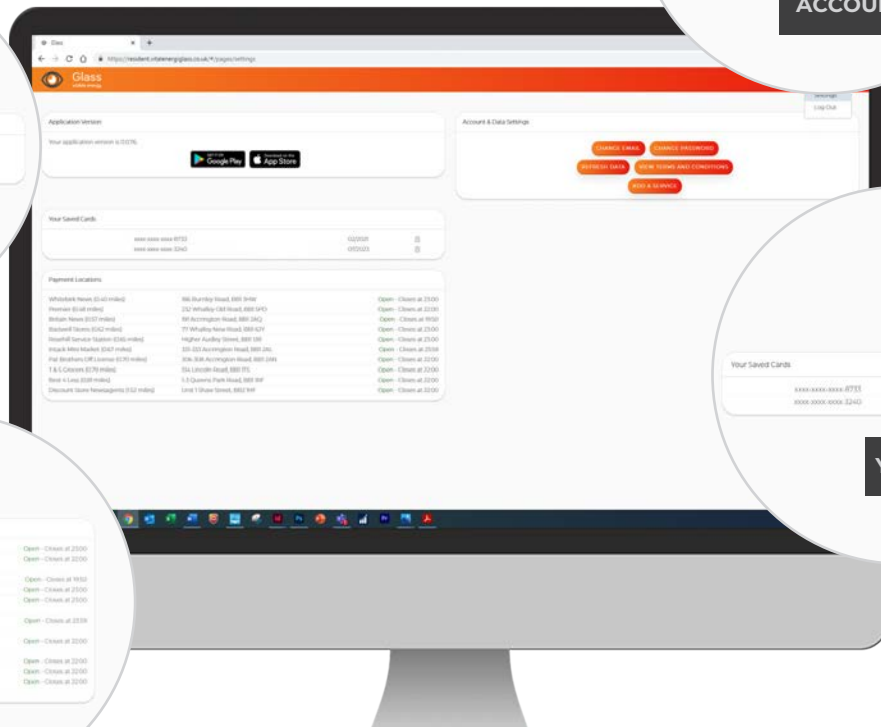
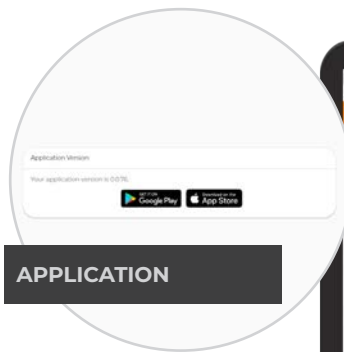
Your Inbox

In the top right-hand corner of the screen, you will see an envelope button. Clicking on this will take you to your message inbox. We will use this messaging function to contact you with important information or notify you of any issues that may affect you.



Settings

This screen allows you to view or edit certain information, such as your email address or password for your Glass account.



VITAL
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Glass
visible energy

via**ble** sustainable energy solutions for the future



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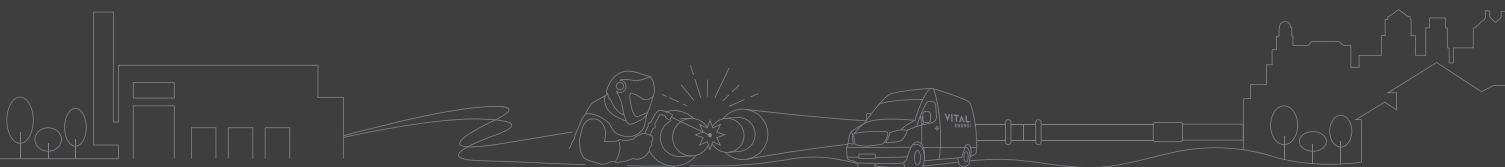
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